At a recent PAG meeting, MassHealth received some feedback from some providers who expressed reluctance to take advantage of e-Learning as a way of preparing for NewMMIS implementation. Below are some of those comments along with our response. Our goal is to prevent anxiety about e-Learning, remove any barriers to taking the courses, and see 100% participation.

Comment: Providers feel that staff will forget what they have learned in an e-Learning module by the time the system is implemented.

Response: You can take the e-Learning courses as often as you wish. The practice option acclimates you to the new process. Also, the job aids, which summarize each course, are available for printing and reference.

Comment: Providers do not want to begin training without a final implementation date in place.

Response: The delay in NewMMIS implementation only serves to improve your level of preparedness by allowing for more time to take and revisit the e-Learning courses and become acclimated to the system. It is very important that you take this time to train your staff and make sure that your systems are updated properly.

Comment: Providers are overwhelmed with their day-to-day responsibilities of running their organization. A luxury such as training does not become a priority until a firm implementation date has been set.

Response: MassHealth has conveyed the importance of taking e-Learning courses as part of your preparation responsibilities for NewMMIS implementation through several avenues, including provider bulletins, newsletters, remittance messages, and the MassHealth Web site. This is a priority now. Ignoring the need to prepare for NewMMIS could have negative consequences on your business operations, such as delaying claims processing and payment. Please do not put your organization in financial jeopardy by failing to prepare for implementation now.

Comment: Providers believe that e-Learning software can be clunky and difficult to download, depending on the package used. If the system used cannot be accessed in a matter of minutes, providers will give up.

Response:
- All e-Learning modules were created to follow a simple, accessible flow of information. You do not "download" courses—you simply connect to them via the Web by clicking on a link from the MassHealth Web site. There is no wait time presently.
- The only application you may need to install in order to run the modules is Version 6 or higher of the Adobe Flash Player. Go to www.adobe.com/products/flash/about to confirm or install as necessary. You should also change the pop-up blocker setting on your system to allow pop-ups before enrolling.
- You won't need to spend a lot of time getting connected. For full instructions go to www.mass.gov/masshealth/newmmis and click on the link for MassHealth E-Learning Log-on Tips.

Comment: Providers have stated that they have not had time, and that they are overwhelmed by multiple priorities. There are other services undergoing change as well. A historic amount of system change is required by a number of carriers in a brief time.

Response:

- MassHealth recognizes, and does not mean to minimize, the issues you face in this strained economic time. However, changes like NewMMIS, although seeming to add to those burdens, should ultimately enable you to become more efficient and productive. Your investment of time in preparing for NewMMIS should help your organization in the long run.
- You don't need to spend a lot of time taking e-Learning courses. Each module averages approximately 10-15 minutes, but you can take as long as you'd like. Courses are accessible 24 hours a day, seven days a week, so you can take them whenever it is convenient for you.

Comment: Providers believe that the process of signing up with the Virtual Gateway, taking the time out of their pressing and cumulative day-to-day responsibilities to undertake a different and unfamiliar kind of task, is probably a challenge to their overburdened administrative staff.

Response: E-Learning is not related to the Virtual Gateway. The e-Learning courses are accessed from a different Web site. You must register to access the courses, but the steps are short and simple.

Comment: Providers believe it is daunting for some staff, who don't have a lot of experience with learning unfamiliar computer programs, to undertake something that seems difficult and complex.

Response:

- Many of the tasks that seem overwhelming and foreign now will become familiar and tangible with a little experience. Take the fear out of the unknown by following the simple instructions for e-learning. Before you know it, you will be able to share your successes and expertise with other staff members.

  You don't have to be "high tech" to use take e-Learning courses. Just go to www.mass.gov/masshealth/newmmis, and click on "Register" under the heading "Current MassHealth NewMMIS E-Learning and Other Training." Then it's as simple as entering a username and password on the MassHealth NewMMIS e-Learning Training Site Web page.

Comment: Providers want MassHealth to identify the specific changes that need to be made in billing systems with NewMMIS, so that the process seems more accessible, rather than having to go on-line to initially access it all and read it all.

Response: Everything you need to know about preparing your systems for billing changes in NewMMIS is covered in an easily accessible format online in the updated companion and paper billing guide via the Web site at www.mass.gov/masshealth/newmmis. MassHealth has provided these references in an effort to meet the varied providers, billing intermediaries and other sources whose systems and needs may differ. A one-size-fits-all plan does not answer those differences. MassHealth must provide several resource scenarios to support all the varied networks and specialties. MassHealth also depends on you to get the appropriate access where needed. Internet access is the primary method that MassHealth will use to update providers now and in the future.

Comment: We have heard that the printing/font is very small in the e-Learning modules and difficult to read.

Response: The font size for the e-Learning modules is governed by the resolution settings on your computer monitor. If you find that the size of the text is too small, you can adjust the resolution settings on your monitor to allow a more comfortable size for you.